

# Steps to respond to a Crisis Incident

## A referral is made:



### Referring Partners can include:

- Faith-based Organizations
- Schools, Parks and Libraries
- Community-based Organizations
- County Departments
- Individuals



### The Care Action Response Team (CART) is activated. CART includes:

- Lead Agency (TCCSC)
- Community Peer Specialists/ Credible Messengers
- OVP Crisis Response Unit



### Services can include:

- Community Healing Services
- Peer Support
- Assessment , Case Management, and System Navigation
- Links to Mental Health and Counseling Services



### Follow up is provided. Ongoing and as needed:

- Check -ins
- Additional referrals and resources

If you or someone you know is in crisis, we can help.

## CALL OUR WARMLINE

# (323) 586-7333

EXT. 2000

In an emergency, please call 911.



[crisisreponseCART@tccsc.org](mailto:crisisreponseCART@tccsc.org)

For more information about the Crisis Response Program or CART, please contact:



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## OFFICE OF VIOLENCE PREVENTION CRISIS RESPONSE PROGRAM

Helping youth, individuals,  
families, and community  
heal after crisis



COUNTY OF LOS ANGELES  
**Public Health**

LOS ANGELES COUNTY  
**OVP**  
OFFICE OF VIOLENCE PREVENTION

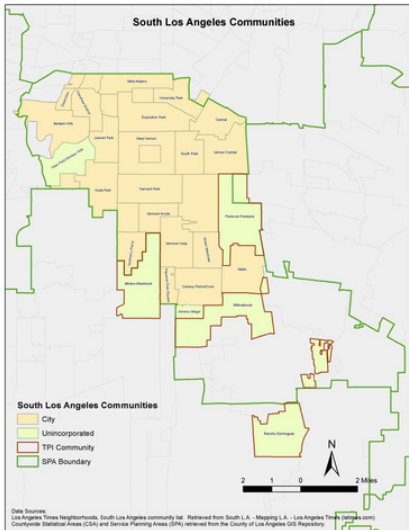


The Office of Violence Prevention (OVP) Crisis Response Program is guided by the belief that we must recognize the unique situations of every youth, individual, family, and community for healing and equity to occur. We need to invest resources so all individuals can thrive, regardless of race or zip code. Crisis incidents can include but are not limited to:

- Homicides
- Mass Shootings
- Suicides
- Hate Crimes
- Domestic Violence
- School Incidents

Crisis Response helps communities heal after violent incidents by repairing the damage caused.

Crisis Response is a pilot program focusing on the South LA communities of Florence-Firestone, Westmont, West Athens, Willowbrook, and unincorporated Compton.



## I. Rapid Response to Crisis Incidents

The Care Action Response Team (CART) responds quickly to help young people, individuals, families, and communities most directly affected by incidents or crises. CART arrives within 24-48 hours after an incident and provides support in homes and communities.



## II. Prompt Community-wide Communication:

- Sharing information and resources with leaflets and door-to-door outreach
- Community meetings and presentations
- Spaces for healing practices, dialogue and support
- Education to build coping, conflict resolution, and healing skills
- Community activation to build positive community connections and culture of care (vigil, peace rallies, etc)



## III. Follow-up and Referral:

People will be connected to community providers and services for ongoing/long-term social services and behavioral health needs. Culturally and linguistically inclusive services and staff use trauma-informed healing to build community trust and support.

## Crisis Response will be implemented by the Care Action Response Team (CART)

The Care Action Response Team (CART) helps people in South LA communities by teaming up with other organizations and specialists to support them during traumatic incidents like violence, loss, and domestic abuse. The team includes the OVP Crisis Response Unit and partners with Tessie Cleveland Community Services Corporation (TCCSC), a local community-based organization. CART also works with other experts, like community health workers, peer specialists, and suicide prevention organizations, to give the best possible care to address specific incidents and those affected by traumatic events.



## Tessie Cleveland Community Services Corp. (TCCSC)

Tessie Cleveland Community Services Corp. (TCCSC) is a non-profit organization providing mental health services to children and families from birth to old age. TCCSC accessible model has been highly recognized in the county by offering services wherever is most convenient for the individual and their family.

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**Phone:** (323) 586-7333